

DELPHI



User Documentation and Training

August 26, 1999

Agenda



- ✓ DELPHI Training Approach
- ✓ Objectives for Documentation Preparation
- ✓ Documentation Types
- ✓ How it Works
- ✓ Global Documentation Preparation Timeline
- ✓ Ongoing Enhancements
- ✓ OA Implementation Training Support
- ✓ Tutor Support Web Page
- ✓ Demo

DELPHI Training Approach



DELPHI Training Approach



Basic
Navigation
Skills

Cross-
Functional
Understanding

Role-Based
Training

Standard Curriculum
Labs and Solutions

On-Line Procedures,
Navigation Instructions,
References Accessible
to all users

DELPHI Modified
Curriculum,
Labs and Solutions,
Skills Assessments

DELPHI Training Approach



Role:

Responsibility(ies) Assigned
to an Individual as Defined in
the Oracle Financial
Application Setup

Role-Based Training

Examples:

AP Lead Accounting Technician
AR Lead Accounting Technician

Objectives for Documentation Preparation



- ✓ Complete all user documentation -
reference materials and training guides
 - Change hats and “be the user”
 - Consistency - Consistency - Consistency
- ✓ Prepare for training
 - Give the users the instruction and reference materials they need to process their work
 - Eliminate the “confusion factor”

Documentation Types



✓ Process Documents (On-Line)

- ➡ – Procedures
- ➡ – Navigation Instructions
- Forms
- References
- Instructions

✓ Courseware

- Education Overviews
- ➡ – Procedure Flowcharts
- ➡ – Navigation Instructions
- Labs and Solutions

How it Works



Oracle Applications Content Repository

Oracle Purchasing
Business Procedures
Education Courseware

Oracle Payables
Business Procedures
Education Courseware

Oracle Receivables
Business Procedures
Education Courseware

Oracle Tutor Tools

A
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Student Guide



On-line
Desk Manual

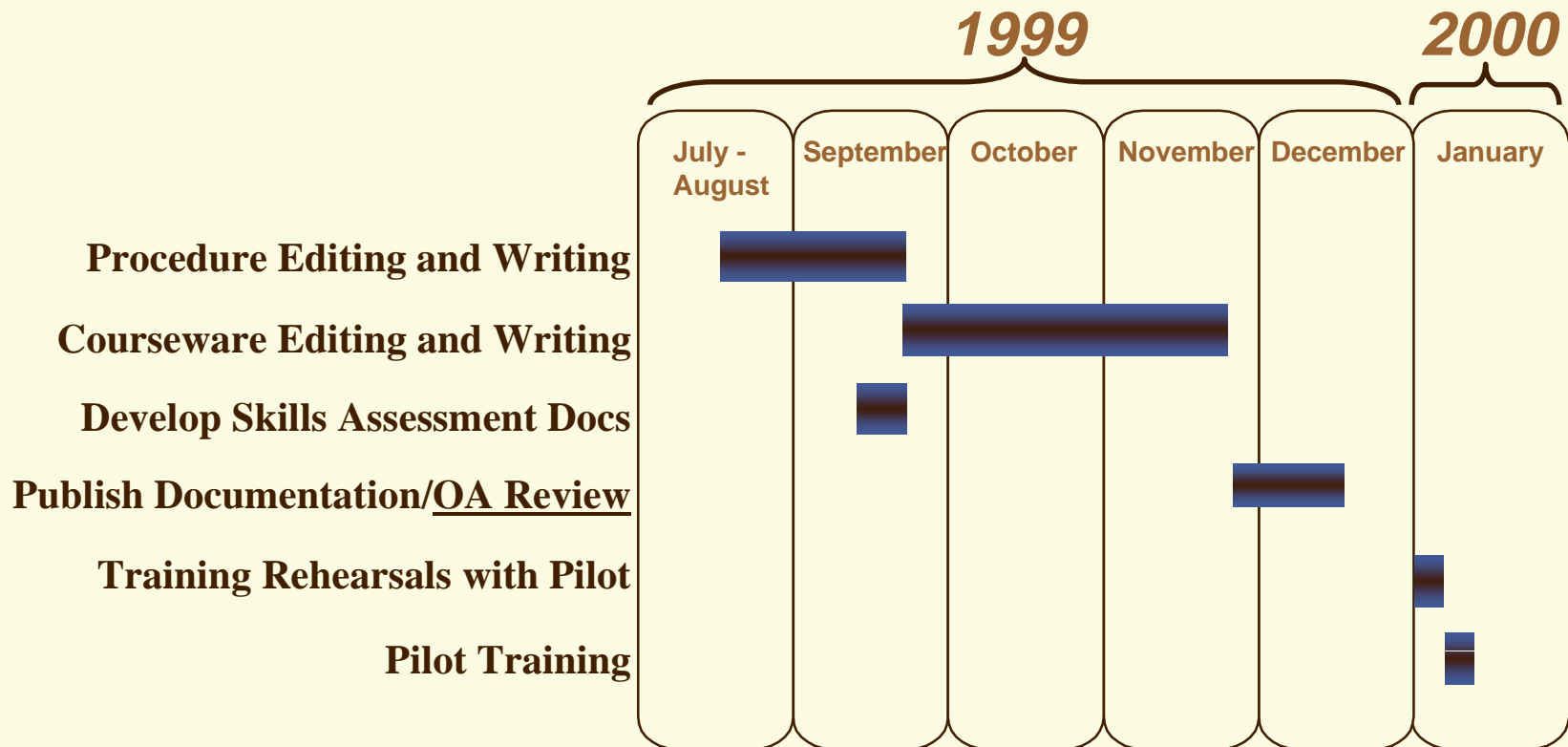


Desk Manual



Reports

Global Documentation Preparation Timeline



Ongoing Enhancements

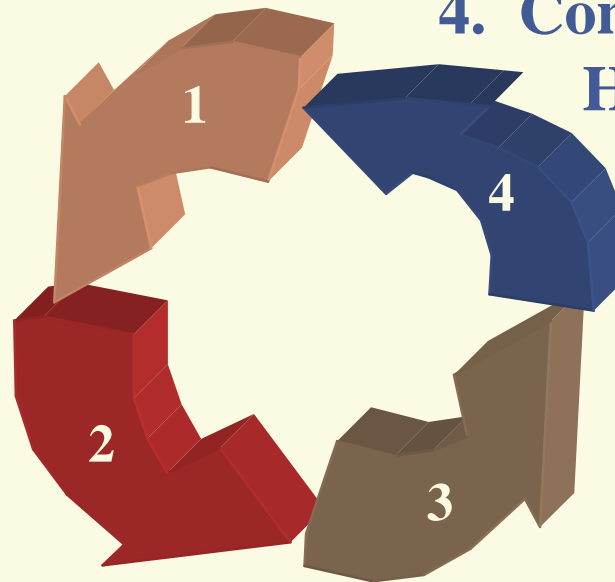


Document Owner

1. Determines needed change

Document Controller

4. Converts procedures to HTML for immediate availability



Document Owner

2. Makes change to document

Document Controller

3. Updates document

OA Implementation Training Support



- ✓ OA Key Users Review Global Procedures and Training Curriculum
- ✓ Insert Instruction Documents Where a Non-Global Instruction is Needed in a Global Procedure
- ✓ Prepare Training Curriculum and Convert Procedures to HTML
- ✓ OA's Prepare Training Site, Establish Training Rosters
- ✓ OA and MMAC Trainers Rehearse Training Sessions

OA Implementation Support



- ✓ OA Users Trained - Basic Navigation and Role-Based (one week prior to implementation)
- ✓ OA Trainers and MMAC Trainers Provide Deskside Help (week of implementation)
- ✓ Assess Skills - User Self-Assessment with Skills Assessment Documents (at first month-end)
- ✓ OA Trainers Provide Additional Deskside Help and Refresher Training as Needed

OA Implementation Support - Role Based Skills Assessment



Check the response that best matches your experience. **Circle** (or highlight) the 5-10 skills that relate to areas where you need additional (or refresher) training in order to use the system more effectively in your job.

Skills	Does not apply to my job	Proficiency						
		I don't know how	I need help	I can do with written steps	I can do with some help	I can do without help	I can explain what I am doing	I can teach someone else
Basic Navigation Skills								
Invoices								
Enter an invoice or update								
Review Invoices by vendor								
Modify invoice payment schedule								
Adjust invoice distributions								
Manually release invoice holds								
Enter an expense report								
Create recurring payment invoices								
Define a recurring payment								
Suppliers								
Enter a supplier								
Review a supplier								
Payments								
Automatic								
Select invoices for payment								
Modify selected invoices								

Tutor Support Web Page



Welcome
Tutor Support Page!

Welcome to DELPHI Oracle Tutor Support. We've provided a number of resources here to help you complete your DELPHI Oracle Tutor documentation.

You may also obtain support by telephone at (405) 954-1741
or Steve Covey at macmail.jccbi.gov.

DELPHI Under Construction

DELPHI

Home
General Info
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Style Guides & Checklists
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Demo

